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2. (view performance hierarchical level) AND PDN(<1/25/2001)

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1. view performance hierarchical level

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T S4/3,K/ALL

4/3,K/1 (Item 1 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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02368456 115926443

What does value mean in business-to-business professional services?

Lapierre, Jozee

International Journal of Service Industry Management v8n5 PP: 377-397
1997

ISSN: 0956-4233 JRNL CODE: SIM

WORD COUNT: 9935

...TEXT: qualities considered most important by organizational customers are competitiveness, reliability and adaptability (Saporta, 1989). The supplier must demonstrate an ability to resolve the customer's problem (Hakansson and Wootz, 1978; Hakansson et al., 1977). The supplier must not only understand the dimensions of the problem, but must also provide solutions to it: hence the supplier must demonstrate a problem-solving ability, and the supplier must demonstrate an ability to pass on the solution to the customer, hence a solution...Integration of products and services refers to the notion of an offering provided by a supplier to a customer, whether an individual or an enterprise. This gap is closed in some....

... star model which depicts the various actors' contributions to the value creation process, i.e. supplier, other suppliers, customers and customers' customers. They claim that when transactions become more and more...

... supporting services, but must also include the effects of maintaining a relationship. In a customer-supplier relationship, they would like to use the term "total episode value", which could then be...of value depends on the type of project, the professional experience of the customer, the hierarchical level of the individual in the organization and the industrial sector." They perceive that private and...

... associated with the reputation of the professional firms. Some executives and middle managers expressed the view that value will be better assessed if the firm has a very good reputation. Specifically...

... static concept, and both value and quality comprise a time aspect (Gronroos, 1990). The first level of value is made up of a set of qualities, whereas the second level of value refers to financial, social, operational and strategic performance indicators, and individual and situational variables. Although for the most part remarkably consistent patterns emerged...

... D executives' and middle managers' definition of value comes first and foremost from the second level, the value derived from using the information.

Professionals on the provider side

A strong consensus... customer's problem (Brandt and Reffett, 1989). Good service quality [value] is formed when the supplier knows the buyers' needs and develops and adjusts the problem solution so that it meets...at the next step in the activity chain for costs incurred in exchanges with the supplier. To the supplier, economic quality means that price received by the supplier covers total costs. Results also show that value

is what the customer gets for what...

4/3,K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02244354 84986919

Assessing process re-engineering impacts through baselining

S. Thomas Foster; Charles R. Franz

Benchmarking for Quality Management & Technology v2n3 PP: 4 1995

ISSN: 1351-3036 JRNL CODE: BCHK

WORD COUNT: 5586

...TEXT: system. In this sense, this study focuses on the target systems.

Figure 1 displays a hierarchical model for assessing the impact of automation-based process re-engineering on an organization[16...

... levels of analysis advocated by Keen and Scott-Morton[17] when decision-making productivity and performance are assessed. The modified framework of Gorry and Scott-Morton[18], as proposed by Akoka[19], which views systems at three levels, is contained in the extended target system view. In addition, the extended view proposed in this article posits that departmental productivity improvement and organizational economic performance be assessed in a related manner to include performance from the line worker to the macro level view of organizational performance. This extended framework is supported by Hall et al.[6] and Hamilton and Chervany[20].

As previously stated, in the case of the hospital purchasing management system, the hierarchical model was utilized to guide the collection of performance -related data. To assess the impact of process redefinition on users and organizations, a framework is needed to integrate system impacts at various levels and illustrate how lower level performance is related to higher level performance. Although a few empirical assessment studies have been reported in the POM and MIS literature, there exists little in the way of a framework or model for providing an integrated view of the automation's impact on decision making, departmental performance and organization-wide performance.

Case background

The hospital in this study was an acute care, regional teaching hospital of ... automate purchasing transactions. Chief functions included issuing purchase orders, receiving goods, maintaining safety stock, reconciling vendor invoices with actual orders, and disbursing payment. Re-engineering objectives included decreasing materials-related expenditures...dividing by 20.

Mean time between issue of purchase order and receipt of goods. The vendor 's performance was reflected by the length of time between the issue of the PO...

... open after ten days, five to ten days, and less than five days. This measured vendor performance and indirectly, the buyer's follow-up and expediting effectiveness. This indicator was preferable to the preceding vendor performance indicator in that it revealed the buyer's aggregate follow-up performance.

This measure...

4/3,K/3 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01977402 48141331

A hierarchical framework for a quality information system

Naveh, Eitan; Halevy, Avner

Total Quality Management v11n1 PP: 87-111 Jan 2000

ISSN: 0954-4127 JRNL CODE: TOQ

WORD COUNT: 10949

...TEXT: Quality Award (1999) are a good guideline for the organizational assessment at this level.

In level 3, the question is: Is the organization as a whole performing as intended? These three levels create a hierarchical index tree, depicted in Fig. 1. This index tree presents a three-level integrative view, enabling us to identify processes and activities in need of improvement. Moreover, the index tree...

... of the organization. The framework is based on the perception that the process control, process evaluation and organizational assessment lead together to the success of the organization.

An abundance of data... internal customers' degrees of satisfaction. Implementation of this definition requires process analysis in terms of supplier -customer chains which, in turn, requires the study of expectations.

Characteristics of development and application...relate to the variety of the productivity and quality dimensions in the organization, with a view to the anticipated business contribution. A hierarchical framework is proposed since, in this way, information is provided for various decision-making processes...

... of the decisions, information about an individual process is required and, for others, a wide view of integrated functioning of the organization's processes is needed. In order to support these...

...information system is required to provide information that considers, on the one hand, the daily performance of the organization, expressed in the information hierarchy of the process control level and process evaluation. On the other hand, an overall evaluation of the organization is required, assisted by the third level of the framework.

The three information levels provide final performance (process output) indices as well...by internal customers. Work supervisors were trained as quality auditors and performed quality audits of supplier departments. The advantage in this system lies in the ability of internal customers to contribute...

4/3,K/4 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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11139483 SUPPLIER NUMBER: 54867380 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Electronic Design Automation.

EDN, 44, 11, 138

May 27, 1999

ISSN: 0012-7515

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 693

LINE COUNT: 00059

TEXT:

...graphical and electrical information from the EDIF netlist that you create in S-Edit, the vendor 's schematic editor, as well as other front-end EDA tools and EDIF libraries. L...

PROGRAM STREAMLINES HIGH-END PC-BOARD DESIGN. Version 3.0 of the vendor 's PowerPCB adds enhancements in four primary design areas: intelligent-attribute definition and control, OLE...

...7171, www.pads.com. CIRCLE NO. 306

KITS AID THIRD-GENERATION WIRELESS MULTIMEDIA DESIGN. The vendor 's W-CDMA and MPEG-2 design kits offer a complete suite of end-to...

...408-943-0513, www.cadence.com. CIRCLE NO. 308

DESIGN TOOL INCREASES PREDICTABILITY OF CHIP PERFORMANCE . This system-on-chip design-planning tool gives you a top-down design flow that ...

...less and works with the company's Design Compiler and PrimeTime products. Chip Architect includes hierarchical floorplanning, embedded static-timing analysis, and timing-driven detailed placement and global routing. Other features include RTL estimation, clock-tree synthesis, power network planning, congestion analysis, and gate-level optimization. Prices start at \$100,000/license. Synopsys Inc, Mountain View , CA. 1-650-962-5000, fax 1-650-965-8637, www. synopsys.com. CIRCLE NO...

4/3,K/5 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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03526910 SUPPLIER NUMBER: 06833377 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Article finder. (index) (EDGE Report)

Electronic Design, v36, n15, p93(45)

June, 1988

ISSN: 0013-4872

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 50668 LINE COUNT: 04386

... costs only \$295 ... A Electronic Design 1/7/88 p185 CAD Software ... (PADS-PCB) High- performance printed circuit board design software runs ...Design 3/3/88 p63; 5 pp Design Automation ... (RectSim) Analysis software for PCs predicts performance of capacitor-input rectifier circuits ... B Electronic Design 3/17/88 p145 ECAD ... (ELLA) IC...

...more ... A Electronic Design 2/18/88 p117 ECAD ... Tutorial on leaf cell design, a hierarchical design with regularity whose building blocks are known as leaf cells ... E VLSI Systems Design...

...s Guide to Design Automation Vol. III No. 1 p64; 6 pp EDA Systems ... The view of director of business development Tony Zingale on the value of software tools vs the...

...2/18/88 p79 Gould Electronics ... (Netrans) Netlist translator frees ASIC designs from any one vendor ... A Electronic Design 1/21/88 p107 Harris Scientific Calculations ... (uCARDS) Printed-circuit design environment...and deceleration techniques allow extracting register-transfer-file (RTL) simulation models directly from a logic- level

schematic ... E VLSI Systems Design February '88 p32; 4 pp Motorola ...
(DSP56KCC) C-language compiler...

...Design 2/1/88 p30; 1 pp Roche Systems ... (DSIM) Logic simulator
performs fast gate- level and switch- level simulation ... B Electronic
Design 2/4/88 p147 Scientific Calculations ... (uCards System)
Printed-circuit board...15/88 p13; 3 pp Various ... Review of modeling
strategy developments in software for board- level simulation ... E
Computer Design 3/1/88 p29; 5 pp Various ... Sophisticated digital
simulators that...

...p145 VLSI Technology ... (VGT100) Datapath and state-machine compilers
bring ASIC design to a high level , reduce design time ... A EDGE 3/88
p162 VLSI Technology ... (VSRAM) Compiler creates compact static...

4/3,K/6 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01456755 SUPPLIER NUMBER: 11434071 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Hughes manages MIBs. (Hughes LAN Systems Inc.'s Monet 4.0 network
management software) (Product Focus: GUI-Based Network
Management) (graphical user interface) (Brief Article)**

Dorshkind, Brent

LAN Technology, v7, n11, p81(2)

Nov, 1991

DOCUMENT TYPE: Brief Article

ISSN: 1042-4695

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 385 LINE COUNT: 00031

TEXT:

...relational database. Monet's MIB Master, a built-in MIB parser,
lets users install multi- vendor MIBs directly into the database at run
time, so Hughes management applications can access them.

... rotate and fill to represent increasing network traffic load.

Network alarms move to the highest hierarchical level , so users
always have a real-time picture of the network's health. Users can move
from the global view directly to the subnet containing the problem. Monet
also helps correct problems via listings of...

...its database, so users can access data for customized reports on device
failure histories and performance trend analyses.

Monet's snapshot feature gives users a real-time graph of key network

...

...for MIB parsing and SNMP interoperability, and applications notes and
case histories describing Monet multi- vendor management techniques and
case studies.

Monet operates on a Sun SPARCstation with SunOS Version 4...

4/3,K/7 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01243743 SUPPLIER NUMBER: 06344847 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Interview with Roger Schell: What's the outlook for secure systems?
(computer security)**

Berson, Tom

UNIX Review, v6, n2, p60(9)

Feb, 1988

ISSN: 0742-3136

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6386

LINE COUNT: 00473

... made. REVIEW Back when I was working on the KSOS project to develop a multi-level secure UNIX to run on PDP-11/70s [as part of a DoD-sponsored undertaking...of security foundation. Once again, whereas Multics was built for specific hardware and thus emphasized performance and security, UNIX was designed to make the best of whatever hardware it might be...

...just a very rough approximation of rings. REVIEW One key difference is that rings have hierarchical relationships, while setuid domains are potentially disjoint. SCHELL Right. But if you were to look...

...Organick's book on Multics, you'd find that--from an access policy point of view --they haven't always been hierarchical . Initially, you could have different accesses in different processes on the same ring. The people ...

...a fundamentally bad idea? SCHELL My personal opinion is that, from a security point of view , it very definitely is. But because we have to pay attention to what other people...

...is that setuid is probably allowable for secure systems, up through at least the B2 level .

So what we've done in our TCB is to provide an installation-settable switch...assurances throughout. Other than that, our goals are very much like those of any other vendor that wants to offer ADP services in a secure environment. UNIX provides an easy way...to be "demanded", what I mean is that contracts shouldn't be awarded to a vendor unless the security demands are met by the product. Otherwise, people in the computer industry...

?